



Vans ServiceCare Plan.



Take control with our maintenance and repair programme.

Mercedes-Benz

Vans. Born to run.





What is a ServiceCare Plan from Mercedes-Benz Vans?

Whether you own one van or operate a large fleet, planning and controlling your operating costs is important. A ServiceCare Plan from Mercedes-Benz Vans can help you do that by offering a range of maintenance and repair options at a pre-determined, transparent and low price. With a ServiceCare Plan, our authorised dealer network will perform maintenance and repairs to your vehicle according to an agreed schedule and pre-determined costs.

A ServiceCare Plan is the easiest way to manage your van's maintenance and repairs. With flexible payment options, you can choose a ServiceCare Plan to meet your individual requirements, from scheduled servicing to a comprehensive maintenance and repair programme. For a clear, simple and stress-free solution, a ServiceCare Plan makes maintaining your vehicle or fleet as easy as it should be.

Mercedes-Benz Vans ServiceCare Plan includes our entire range of vehicles, from the luxurious V-Class, our best in class Sprinter, the hardworking Vito, fun-loving Marco Polo ACTIVITY and the rugged X-Class.





ServiceCare Plan **Benefits:**

- ✓ **Operating cost savings**
With preferential rates for parts and labour.
- ✓ **Operational reliability**
Improved operational reliability through the use of Mercedes-Benz factory trained technicians and genuine parts.
- ✓ **Nationwide coverage**
Services can be carried out at any authorised Mercedes-Benz Vans dealer.
- ✓ **Maintain the resale value of your vehicle**
With a full service history from an authorised Mercedes-Benz Vans dealer.
- ✓ **Simplified fleet management**
Less administrative workload.
- ✓ **24/7 roadside assistance with Mercedes-Benz Vans Road Care**
For the term of your ServiceCare Plan.
- ✓ **Future-proof**
Price certainty for the term of your ServiceCare Plan.



ServiceCare Plan Options:



BestBasic.

The maintenance package. All maintenance work in accordance to the maintenance booklet is covered.



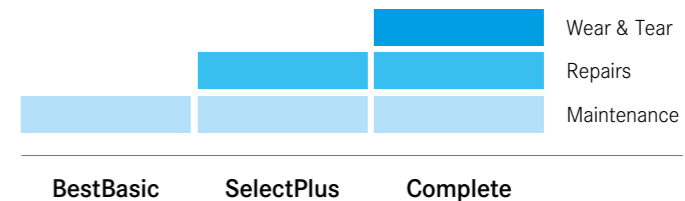
SelectPlus

Maintenance with vehicle repairs. Combines scheduled maintenance and vehicle repairs with the exception of brakes and wear parts.



Complete

Maintenance and repairs including brakes and wear parts, the best option for when you want comprehensive cover for your vehicle. Package includes the replacement, maintenance and repair of all wear parts. The complete genuine 'peace-of-mind' package.



Exclusions (in brief)¹:

Fuel, tyres, windscreens, glass, paint, accessories

Accident damage, neglect, abuse or improper use of the vehicle

Fuel contamination

¹ Please refer to ServiceCare Plan agreement for a full list of exclusions for the level of cover selected.



ServiceCare Plan Payment Options:

We give you the flexibility to pay for your ServiceCare Plan in the way that best suits your individual requirements.

- 1. One upfront payment**
- 2. Direct debit**
(Complete plan only)
- 3. Bundled into your finance agreement**
- 4. Monthly contributions**
(Complete plan only)



ServiceCare Plan Pre-paid Servicing:

Pre-purchasing a ServiceCare Plan can be both cost effective and convenient. Any ServiceCare Plan can be pre-paid with one upfront payment, from BestBasic scheduled maintenance to a Complete maintenance and repair programme.



ServiceCare Plan **Frequently Asked Questions:**

Who will carry out the agreed services?

Any authorised Mercedes-Benz Vans dealer chosen by you will carry out services reliably.

What is not covered under a ServiceCare Plan?

Fuel, tyres, windscreens, glass, accident damage, abuse or incorrect use of the vehicle, and fuel contamination are not covered. Please contact your Mercedes-Benz Vans dealer for a full list of exclusions for your selected level of cover.

What happens if the usage of my vehicle changes?

Our aim is to always adapt quickly to your changing needs. In such a case please inform your Mercedes-Benz Vans dealer, in good time, so that the ServiceCare Plan scheduling and pricing can be adjusted accordingly.

Can I extend my ServiceCare Plan?


Yes, you can extend your ServiceCare Plan before the expiry of the current agreement. For SelectPlus and Complete ServiceCare Plans the maximum limits are 60 months or 300,000 km.

This brochure sets out the general services and benefits of a ServiceCare Plan by Mercedes-Benz Vans. For more information or a detailed solution tailored to your specific requirements, please contact your Mercedes-Benz Vans dealer.

Q LIT 00 102 0893 Vans ServiceCare Plans Brochure

www.mercedes-benz.com.au/vans

All scheduled service work is performed as per the vehicle maintenance manual issued by Mercedes-Benz Vans Australia Pacific Pty Ltd. ServiceCare Plan cover is subject to acceptance of your application by MBVAuP and in the terms and conditions of a ServiceCare Plan Agreement to be agreed. MBVAuP reserves the right to correct printing errors. March 2018.

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Mercedes-Benz Vans Australia Pacific Pty Ltd, ACN 618 413 362. Lexia Place, Mulgrave, Victoria 3170. Telephone: (03) 9566 9266. Facsimile: (03) 9562 6282. LMCT 6776.